



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending March 31, 2004

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$8,859.00	\$9,957.00	\$10,223.00	\$29,039.00
B. Number of credits issued for repairs - 24 - 48 hours	325	205	323	853
C. Number of credits issued for repairs - 48 - 72 hours	195	143	173	511
D. Number of credits issued for repairs - 72 - 96 hours	109	87	138	334
E. Number of credits issued for repairs - 96 - 120 hours	45	37	71	153
F. Number of credits issued for repairs > 120 hours	105	169	109	383
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$100.00	\$0.00	\$100.00
B. Number of customers receiving credits	0	2	0	2
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

Item J. - Not able to report

Under Performance Data - Code Part 730: Items C and D reflect AT&T Business. AT&T Consumer numbers are as follows:

Item C: January - 64; February - 89; March - 75

Item D: January - 105; February - 92; March - 145